

***KDLA***

***STRATEGIC PLAN***

***2000***

***Notebook Compiled May, 2000***

# KENTUCKY DEPARTMENT FOR LIBRARIES AND ARCHIVES

***"SERVING KENTUCKY'S NEED TO KNOW"***

## **MISSION STATEMENT**

To support and promote equitable access to quality library services and information resources, and to ensure that adequate documentation of government programs is created, maintained, and available for public use.

*Original Effective Date: 01-27-99*  
May, 2000

## **VISION STATEMENT**

As a dynamic, evolving organization, and as a leader in providing quality management and delivery of information resources, the Kentucky Department for Libraries and Archives envisions a future in which:

- Libraries are valued as essential partners in the educational and economic development of their communities.
- The rights of citizens are protected in a democracy by essential documentation of government agencies, programs, and policies.
- People use information resources and technology to improve the quality of their lives.

*Original Effective Date: 02-05-99*  
May, 2000

## **CORE VALUES/GUIDING PRINCIPLES**

### **TEAMWORK**

We believe that in today's complex work environment success requires collaboration and cooperation among co-workers. We will promote open communication and a work environment which will assure quality results and win-win solutions.

### **PROFESSIONALISM**

We are committed to providing an environment that will encourage staff to develop to their fullest potential through opportunities for continuous learning in an ethical, principled environment.

### **LIFELONG LEARNING**

We believe lifelong learning opportunities are essential for enriching personal and professional lives and that libraries enhance and promote lifelong learning by serving the information, cultural and leisure needs of all community members.

### **EQUITABLE ACCESS & PRIVACY**

We are committed to providing consistent and widespread access to information resources, while addressing the confidentiality and privacy concerns of government and all citizens.

We believe that every citizen in the Commonwealth has the fundamental right, as embodied in the U.S. Constitution and the Bill of Rights, to have access to all expressions of knowledge, creativity, and intellectual activity, and to express their thoughts publicly.

### **QUALITY SERVICE**

We are committed to delivering quality service, which is friendly, flexible, and focused on responding to customer information needs. We value innovation and seek continuous improvement in the way we provide services.

### **PARTNERSHIPS**

We believe that collaboration and cooperation will be essential ingredients of all services and that partnerships will be integral components of the economic and educational future of our business.

*Original Effective Date: 03-01-99*  
May, 2000

### **GOAL 1**

**To provide effective services that meet the needs of library and public records customers.**

### **GOAL 2**

**To build effective and productive partnerships with other organizations and public agencies for enhanced management of and access to information and services.**

### **GOAL 3**

**To improve employee job satisfaction and agency operations.**

*Original Effective Date: 05-20-99  
May, 2000*

## **GOAL 1**

**To provide effective services that meet the needs of library and public records customers.**

### ***Objectives:***

- 1. Develop an on-going planning strategy to evaluate customers needs and service delivery in anticipation of future needs and continuing change.**
- 2. Appraise and assess KDLA information resources to determine appropriate management and access strategies.**
- 3. Assist libraries and government agencies to better use technology for implementing services.**
- 4. Offer continuing education and training opportunities that meets customers needs.**
- 5. Seek equitable access to funding for library and information services for all Kentuckians.**
- 6. Implement policy, standards, and programs to assure that all Kentuckians have access to quality public library services in every county.**

*Original Effective Date: 05-20-99*  
May, 2000

## GOAL 2

To build effective and productive partnerships with other organizations and public agencies for enhanced management of and access to information and services.

### ***Objectives:***

- 1. Identify and articulate KDLA's role as a part of the Commonwealth's initiatives for addressing the needs of all Kentuckians.**
- 2. Develop a planned approach to help public libraries position themselves as partners in public service initiatives.**
- 3. Improve the visibility and marketing of libraries and public records services through enhanced partnerships.**
- 4. Develop partnership strategies to enable public agencies to more effectively manage their records.**

*Original Effective Date: 05-20-99*  
May, 2000

### GOAL 3

To improve employee job satisfaction and agency operations.

***Objectives:***

- 1. Encourage an open communication environment that provides the information employees need to fully participate in the workplace.**
- 2. Create a comprehensive plan to provide opportunities for employee continuing education and training that will enhance skills and productivity in the workplace.**
- 3. Increase the effectiveness and efficiency of selected business and service delivery processes.**
- 4. Create a personnel plan that supports regular review and update of classification and compensation, and the hiring and retention of high caliber employees.**

*Original Effective Date: 05-20-99*  
May, 2000



## **PERFORMANCE MEASURES**

### **GOAL 1:**

To provide effective services that meet the needs of library and public records customers.

1. Develop an on-going planning strategy to evaluate customers needs and service delivery in anticipation of future needs and continuing change.
  - Development and implementation of customer feedback mechanism for all divisions.
2. Appraise and assess KDLA information resources to determine appropriate management and access strategies.
  - A plan to appraise and assess KDLA information resources to determine appropriate management and access strategies.
3. Assist libraries and government agencies to better use technology for implementing services.
  - The level of assistance currently offered.
  - The effectiveness of assistance.
4. Offer continuing education and training opportunities that meets customers needs.
  - Determine number of participants attending training.
  - Percentage of participants who indicate training met their needs.
  - Percentage of survey respondents who indicate application of training back on the job.
5. Seek equitable access to funding for library and information services for all Kentuckians.
  - Percentage of increase in funding for state aid.
  - Implementation of new funding formula for state aid.
  - Implementation of new cost allocation for records management.
  - Percentage of increase in funding of KCVU/KCVL.
6. Implement policy, standards, and programs to assure that all Kentuckians have access to quality public library services in every county.
  - Implementation of selected policies and baseline standards.
  - Percentage increase in libraries meeting criteria to be fully functioning library.

## **PERFORMANCE MEASURES**

### **GOAL 2:**

To build effective and productive partnerships with other organizations and public agencies for enhanced management of and access to information and services.

1. Identify and articulate KDLA's role as a part of the Commonwealth's initiatives for addressing the needs of all Kentuckians.
  - KDLA is explicitly named in the Governor's Plan.
  - KDLA priorities included in the Governor's Budget.
  - Development of clear linkages with Empower, KCVL, Early Childhood Development, CITTI, and other targeted partnerships described in the Annual Report.
  - Percentage increase in participation on and inclusion of KDLA Staff in Empower, KCVL, Early Childhood Development, and CITTI.
2. Develop a planned approach to help public libraries position themselves as partners in public service initiatives.
  - Development and implementation of the plan.
  - Percentage increase in participation with local, state, and national partners.
3. Improve the visibility and marketing of libraries and public records services through enhanced partnerships.
  - Percentage increase in positive media coverage with effective partners.
  - Development of and increased use of anecdotal examples.
  - Increase in local level taking initiative.
4. Develop partnership strategies to enable agencies to more effectively manage their records.
  - Establishment of an ongoing joint agency working group to develop an enterprise wide strategy for managing electronic records.
  - Establishment of common standards and information architecture at the local government level.

*Original Effective Date: 11-05-99*  
May, 2000

## **PERFORMANCE MEASURES**

### **GOAL 3:**

To improve employee job satisfaction and agency operations.

1. Encourage an open communication environment that provides the information employees need to fully participate in the workplace.
  - Implementation of an Intranet.
  - Percentage increase in employee satisfaction with the communication environment and information needed.
  - Increase in availability of up-to-date and relevant agency information.
2. Create a comprehensive plan to provide opportunities for employee continuing education and training that will enhance skills and productivity in the workplace.
  - Plan developed.
3. Increase the effectiveness and efficiency of selected business and service delivery processes.
  - Priorities established for process improvement implementation.
  - Degree of improvement in selected processes.
4. Create a personnel plan that supports regular review and update of classification and compensation, and the hiring and retention of high caliber employees.
  - Increase in number of employees in appropriate job classifications.
  - Decrease in amount of time for hiring process.
  - Decrease in turnover.

*Original Effective Date: 11-05-99*  
May, 2000

## GOAL 1

To provide effective services that meet the needs of library and public records customers.

1. Develop an on-going planning strategy to evaluate customers needs and service delivery in anticipation of future needs and continuing change. **[ALL DIVISIONS]**
2. Appraise and assess KDLA information resources to determine appropriate management and access strategies. **[DIVISIONS - EXCEPT ADMINISTRATIVE SERVICES]**
3. Assist libraries and government agencies to better use technology for implementing services. **[DIVISIONS - FOCUSED ON EXTERNAL CUSTOMERS]**
4. Offer continuing education and training opportunities that meets customers needs. **[SUSAN MARTIN]**
5. Seek equitable access to funding for library and information services for all Kentuckians. **[COMMISSIONER & C&S TEAM]**
6. Implement policy, standards, and programs to assure that all Kentuckians have access to quality public library services in every county. **[FIELD SERVICES]**

*Original Effective Date: 06-07-99*  
May, 2000

## GOAL 2

To build effective and productive partnerships with other organizations and public agencies for enhanced management of and access to information and services.

1. Identify and articulate KDLA's role as a part of the Commonwealth's initiatives for addressing the needs of all Kentuckians. **[COMMISSIONER & C&S TEAM]**
2. Develop a planned approach to help public libraries position themselves as partners in public service initiatives. **[FIELD SERVICES & STATE LIBRARY SERVICES]**
3. Improve the visibility and marketing of libraries and public records services through enhanced partnerships. **[COMMUNICATION TEAM]**
4. Develop partnership strategies to enable public agencies to more effectively manage their records. **[PUBLIC RECORDS]**

*Original Effective Date: 06-07-99*  
May, 2000

### GOAL 3

To improve employee job satisfaction and agency operations.

1. Encourage an open communication environment that provides the information employees need to fully participate in the workplace. **[CROSS-SECTIONAL TEAM - ALL LEVELS/NEW TEAM]**
2. Create a comprehensive plan to provide opportunities for employee continuing education and training that will enhance skills and productivity in the workplace. **[C. ROBINSON]**
3. Increase the effectiveness and efficiency of selected business and service delivery processes. **[MANAGEMENT TEAM]**
4. Create a personnel plan that supports regular review and update of classification and compensation, and the hiring and retention of high caliber employees. **[MANAGEMENT TEAM]**

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May, 2000